



## COVID-19 Protections For Large Utility Customers

On June 26, 2020, the temporary public utility disconnection suspension ended. However, consumer protections, repayment plans, and financial assistance are available to customers to address hardships brought on by the COVID-19 health and economic crises.

### These Protections Apply Only To:

- Electric customers of Commonwealth Edison (ComEd) and Ameren Illinois
- Gas customers of Ameren Illinois, Nicor Gas, North Shore Gas, and Peoples Gas
- Water customers of Aqua Illinois, Illinois American Water, and Utilities Services of Illinois (formerly Utilities Inc.)

#### ➤ **The End of the Disconnection Moratorium:**

Large utilities cannot disconnect your service or impose late payment fees until at least after July 26, 2020. You may receive a disconnection notice if you have an outstanding balance. To avoid disconnection, start working with your utility now to set up a payment plan and obtain information about bill payment assistance.

#### ➤ **More Time to Pay Back Outstanding Balances:**

Through December 26, 2020, customers who have fallen behind on paying their utility bills have a right to catch up with an extended Deferred Payment Arrangement (DPA), which allows customers up to eighteen (18) months to pay down their balances. Customers experiencing financial hardship have a right to an extra-extended twenty-four (24) month period to pay down their balances.

#### ➤ **Limited Down Payments:**

Utilities may require a down payment to start a DPA. Through August 26, 2020, DPA down payments are capped at 10% of the outstanding balance for all customers. Customers experiencing financial hardship do not have to make down payments toward DPAs through December 26, 2020.

#### ➤ **Deposits:**

Utilities may also require customers to pay a deposit to continue service when there are late payments or outstanding balances. Some deposits are suspended through August 26, 2020. For customers experiencing financial hardship, deposits for late payments and outstanding balances are suspended through December 26, 2020.

#### ➤ **Accommodations for Financial Hardship:**

Customers who are experiencing financial hardship as a result of COVID-19 may have access to additional assistance benefits from their utility. Customers may verbally notify their utility that they are experiencing a financial hardship to obtain these accommodations. Paperwork is not required.

#### ➤ **Reconnection:**

Customers who were disconnected over the last year have a right to be reconnected at the same address. Your utility provider may require a DPA if there is an outstanding balance. Customers experiencing financial hardship can be reconnected without paying reconnection fees through December 26, 2020.

#### ➤ **Bill Payment Assistance:**

Bill payment assistance benefits are available to eligible customers. Benefits vary by utility. Ask your utility about what financial assistance options are available. Funding is limited, and benefits will be distributed until funding is gone. Benefits are available on a first-come basis.

*If you have questions about available assistance, please contact your utility service provider or visit them online.*

## ADDITIONAL LIHEAP AVAILABILITY

- **Extra funding for the Low-Income Home Energy Assistance Program (LIHEAP) was secured for Illinois customers through the federal CARES Act. LIHEAP provides assistance to low-income households to offset home heating and energy expenses.**
- **LIHEAP will begin accepting new applications for the upcoming program year on July 27, 2020 (several months earlier than normal).**
- **LIHEAP eligibility is determined by your household income over the last thirty (30) days. Residents who experience COVID-19 related unemployment or loss of income may qualify. Documentation is required to determine eligibility.**
- **To inquire about eligibility or to apply for LIHEAP, contact your Local Administering Agency.**

To locate your LAA (by county), and for more information, visit:  
LIHEAPIllinois.Com and select “Where to Apply”.  
If you need assistance from a live agent, call 877-411-9276.



For more information call the Attorney General's Consumer Fraud Bureau  
Chicago: (800) 386-5438      Springfield: (800) 243-0618  
Carbondale: (800) 243-0607      Spanish: (866) 310-8398

You can also submit a complaint online at  
<https://ccforms submission.ilattorneygeneral.net/>